Headquarters U.S. Air Force

Integrity - Service - Excellence

Air Force Services

Mr. HL Larry
HQ USAF/A1S-2
15 March 2010

U.S. AIR FORCE

Global Vigilance, Global Reach, Global Power, Global Services

Mission:

To increase combat capability and improve productivity through programs promoting readiness, esprit de corps and quality of life for Air Force people

Purpose:

1- Provide deployable support for warfighting commanders

2- Provide a sense of community for base population and peace of mind that those left behind

Combat Support & Community Service

Year of the Air Force Family

Priorities and Focus Areas

Air Force Priorities

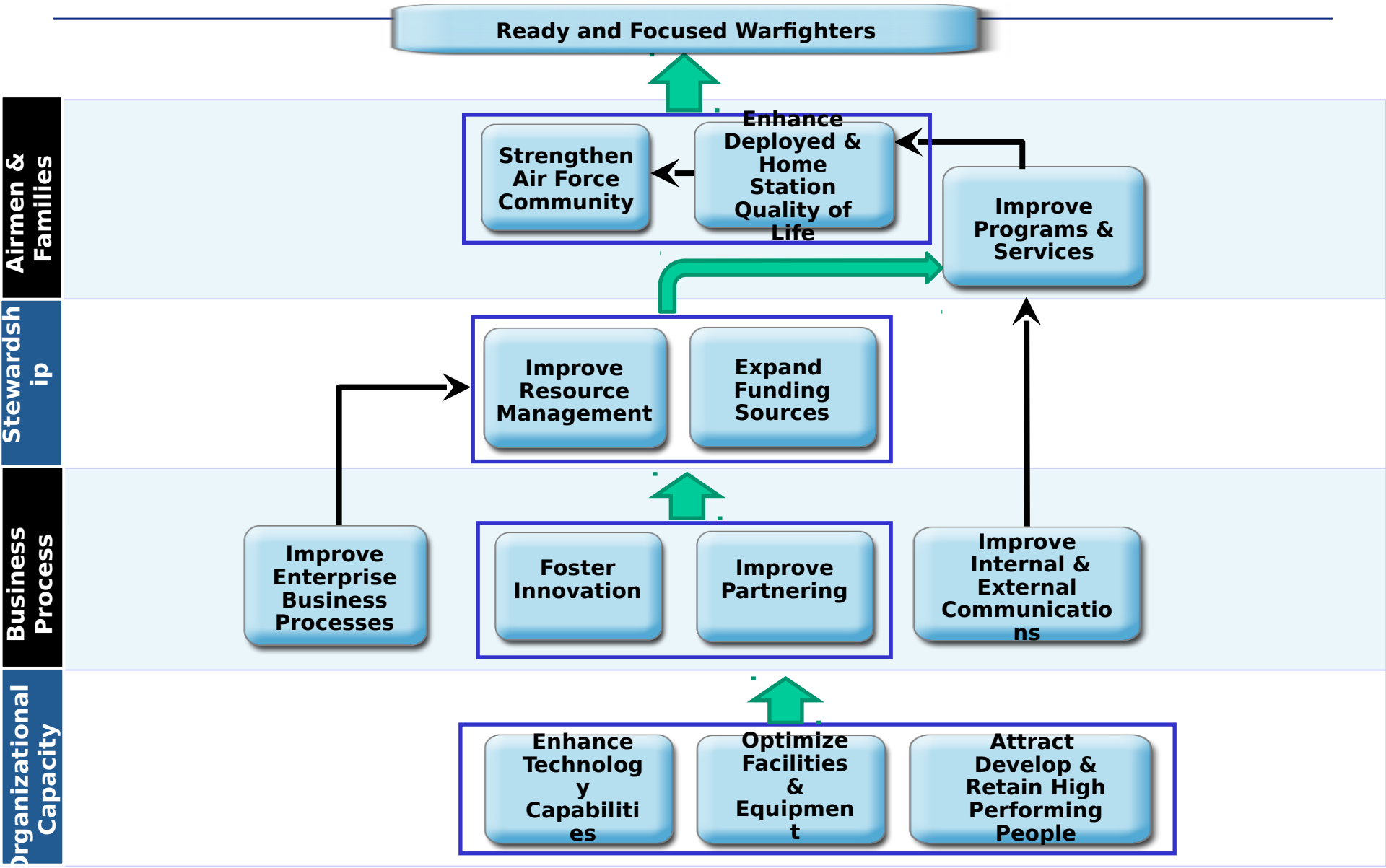
- Reinvigorate AF Nuclear Enterprise
- Partner with the Joint & Coalition Team to Win Today's Fight
- Develop & Care for Airmen and their Families
- Modernize our Air & Space Inventories, Organizations, and Training
- Recapturing Acquisition Excellence

A1 Focus Areas

Shaping the Force	Enhanced Quality of Svc	Diversity & EO	Warrior & Survivor Care	Developin g the Force	Stressed Career Fields
Sizing the Force	PT Program	Uniforms	Organizatio n Thresholds	Taking Care of Families	Retention

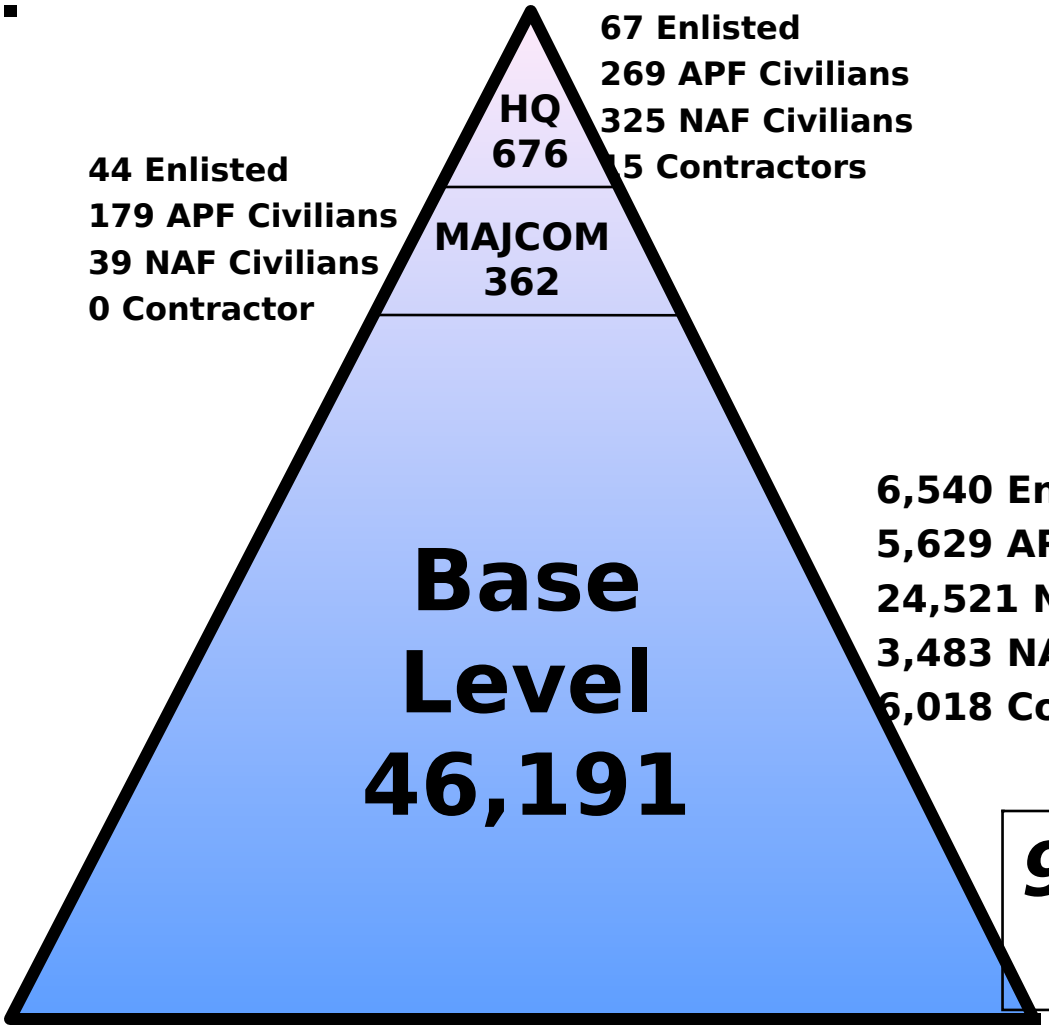
Air Force Services Transformation Roadmap

Community and Family | **Warfighter Focus** | **Best Business Practices**



Year of the Air Force Family

Services Organization



67 Enlisted
269 APF Civilians
325 NAF Civilians
5 Contractors

44 Enlisted
179 APF Civilians
39 NAF Civilians
0 Contractor

6,540 Enlisted
5,629 APF Civilians
24,521 NAF Civilians
3,483 NAF Local Nationals
6,018 Contractors

47,229 Members Worldwide in Services Activities

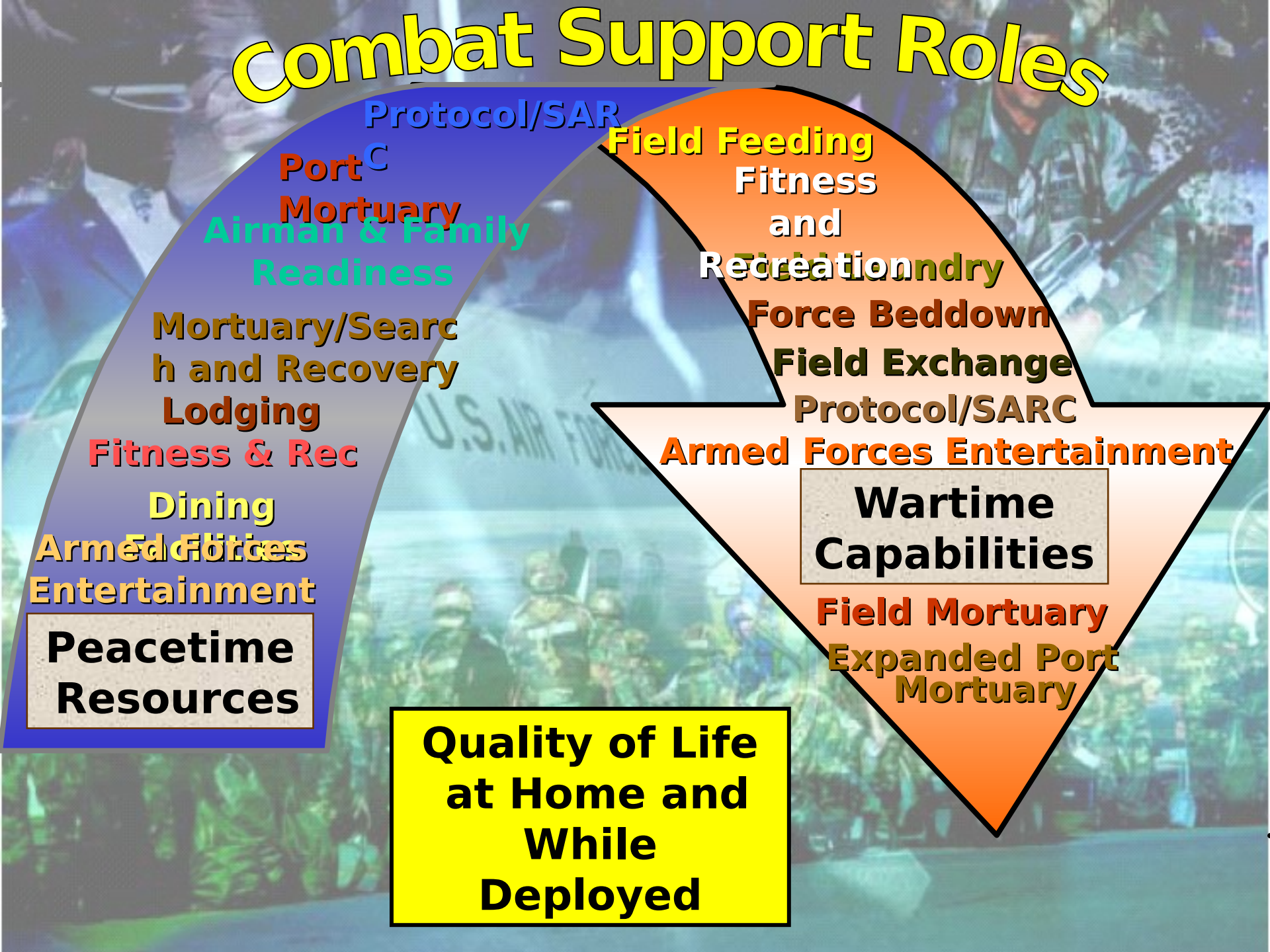
98% of our positions are at base level

Year of the Air Force Family

Scope of Operations

- 146 fitness operations
- 276 APF food service facilities
- 93 lodging operations
- 3,433 transient lodging facilities
- 100 libraries
- 40 recreational shooting operations
- 64 arts and crafts operations
- 73 central ticket programs
- 49 leisure travel operations
- 68 auto hobby shops
- 77 community centers
- 250 CDCs and school age programs
- 84 youth centers
- 1,800 family child care homes
- 98 club operations
- 86 bowling centers
- 65 golf operations
- 22 aero clubs (250 aircraft)
- 95 outdoor recreation operations
- AAFES and Commissary liaison
- 84 Airmen & Family Readiness Centers
- Armed Forces Entertainment (AFE)
- Tops in Blue
- Mortuary / Search and Recovery
- Honor Guard
- Wounded Warrior
- Survivor Assistance
- Sexual Assault Prevention and Response
- Protocol
- Uniforms
- Awards and decorations
- Commanders Programs

Combat Support Roles



Year of the Air Force Family

Deployment Manning

Current

- Iraq
  - < 100 in country (AF requirements plus Joint taskings)
  - Continual ops review to reduce footprint
- Afghanistan
  - < 100 in country
  - AF Requirements, Joint Expeditionary Taskings and Provincial Reconstruction Teams
- Other Locations
  - About 250 in 5 allied countries

Future

- Iraq
  - Reduction of 45 Services Airmen by Aug 2010
  - All troops out by end of 2011
- Afghanistan
  - No anticipated increased manpower tail to support surge of combat troops
    but…Still Assessing

Year of the Air Force Family

Services Provided to Deployed Troops

- **Fitness centers**
- **Bed down/Lodging**
- **Recreation centers**
- **Library program:**
  - **Supplies paperback and periodical kits to 250 remote sites & access via Internet to all DoD/AF procured electronic resources including Tutor.com, Peterson's learning resource center, e-books**
- **Learning Resource Centers (LRC) Educational resources at 8 locations**
  - **Many LRCs also include video-reading programs such as "Hearts Apart" for military members to make video-tapes for their families**
- **Airman & Family Readiness Center–Deployed**
  - **Al Udeid, Qatar--provides education and resources that encourage ongoing connectivity with families**
- **Blue Star Benefit via Chase Bank (includes club membership card) rebates all interest on purchases and fees charged during deployment**

Year of the Air Force Family

Internet in the AOR

- **Connectivity options**
  - **MWR-provided (no fee) access in common areas**
  - **Private-use (for fee) in personal quarters**
- **Issues: Quality and cost are a continued concern for members**
  - **Bandwidth at "upper end" not meeting needs**
    - **Video chat (Skype) in highest demand**
    - **Afghanistan constrained by Satellite-only option**
  - **Social networking policy change: early feedback = clogging network**
- **Way Ahead: Tied in with CENTCOM J6 to improve connectivity**
  - **Increase SPAWAR-provided services (no fee)**
  - **Field Internet-in-a-box in remote/austere locales (no fee)**
  - **Procure bandwidth form commercial sources (for fee)**

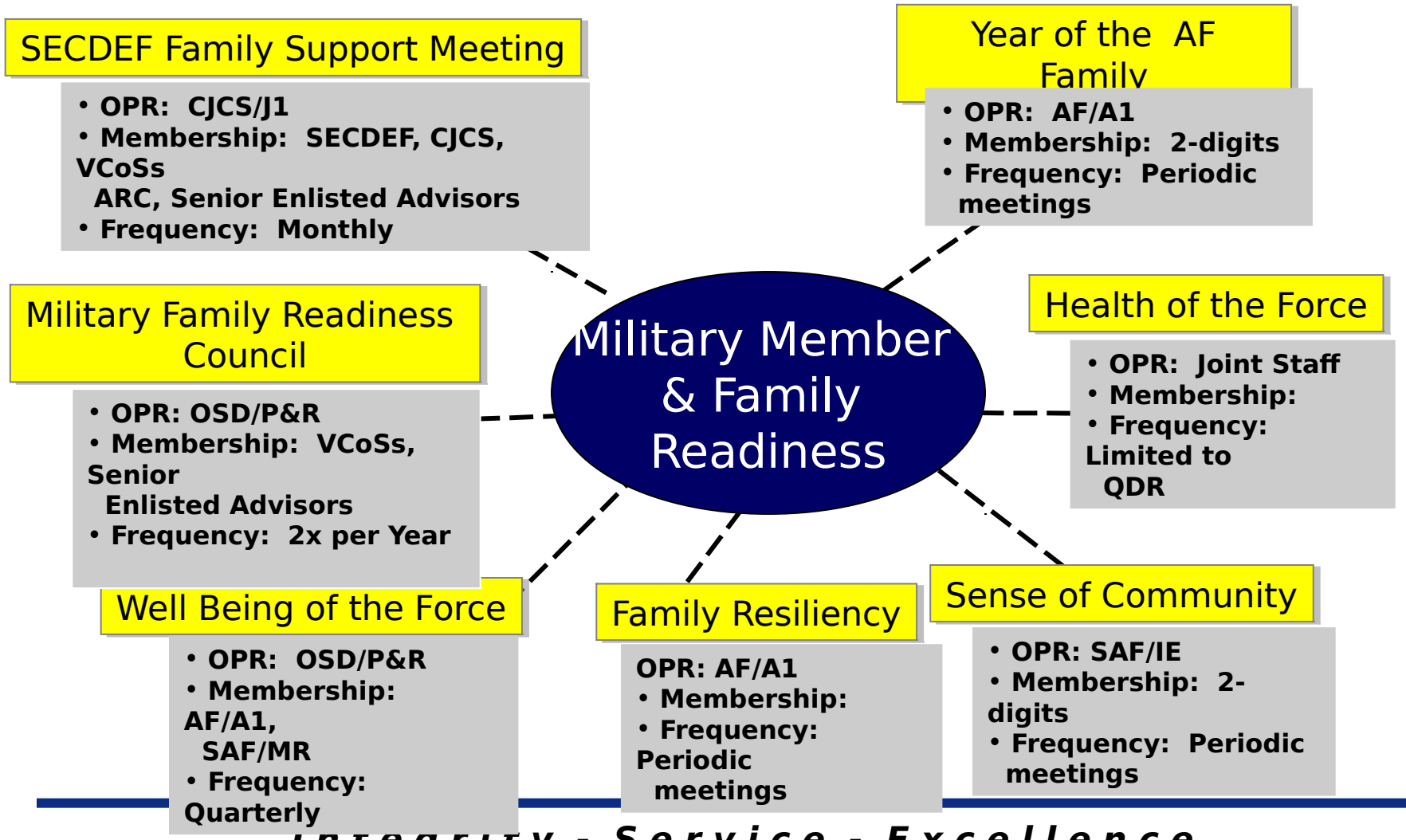
Year of the Air Force Family

Key Services to Families of Deployed Airmen

Programs:	Benefits:
DePLAYment	• Provide support and "no cost" youth and family programs to family members of deployed members
Respite Child Care	• 16 hrs of free child care per month for families of members on active duty status
Military Family Life Consultants	• Free, Anonymous, Non-medical counseling provided to members and their families
Key Spouse	• Conduit of support: keeps spouses of deployed informed and engaged
Tutor.com/Sittercity.com	• Online resources for home work and study skills, job hunting and locating local care providers

Year of the Air Force Family

Overarching Forums to Address Military Members and Family Readiness



Year of the Air Force Family

Why Year of the Air Force Family?

“Air Force families and communities backstop, they underwrite, and share the sacrifice in all our Airmen do. Supporting families is not only the right thing to do for our Airmen; it is the smart thing to do for our Air Force.” – Secretary Donley

“We will devote this year to identifying what we are doing right, and what we need to do better, to support the entire Air Force family, and to rekindle the sense of community that has been our tradition for so many generations.” – General Schwartz

Year of the Air Force Family

Overarching Goal

- **Reinforce** → **What we're doing well**
- **Reassure** → **Our intentions**
- **Reaffirm** → **Our commitment**
- **Reintegrate** → **Across the spectrum**
- **Rekindle** → **A sense of community**

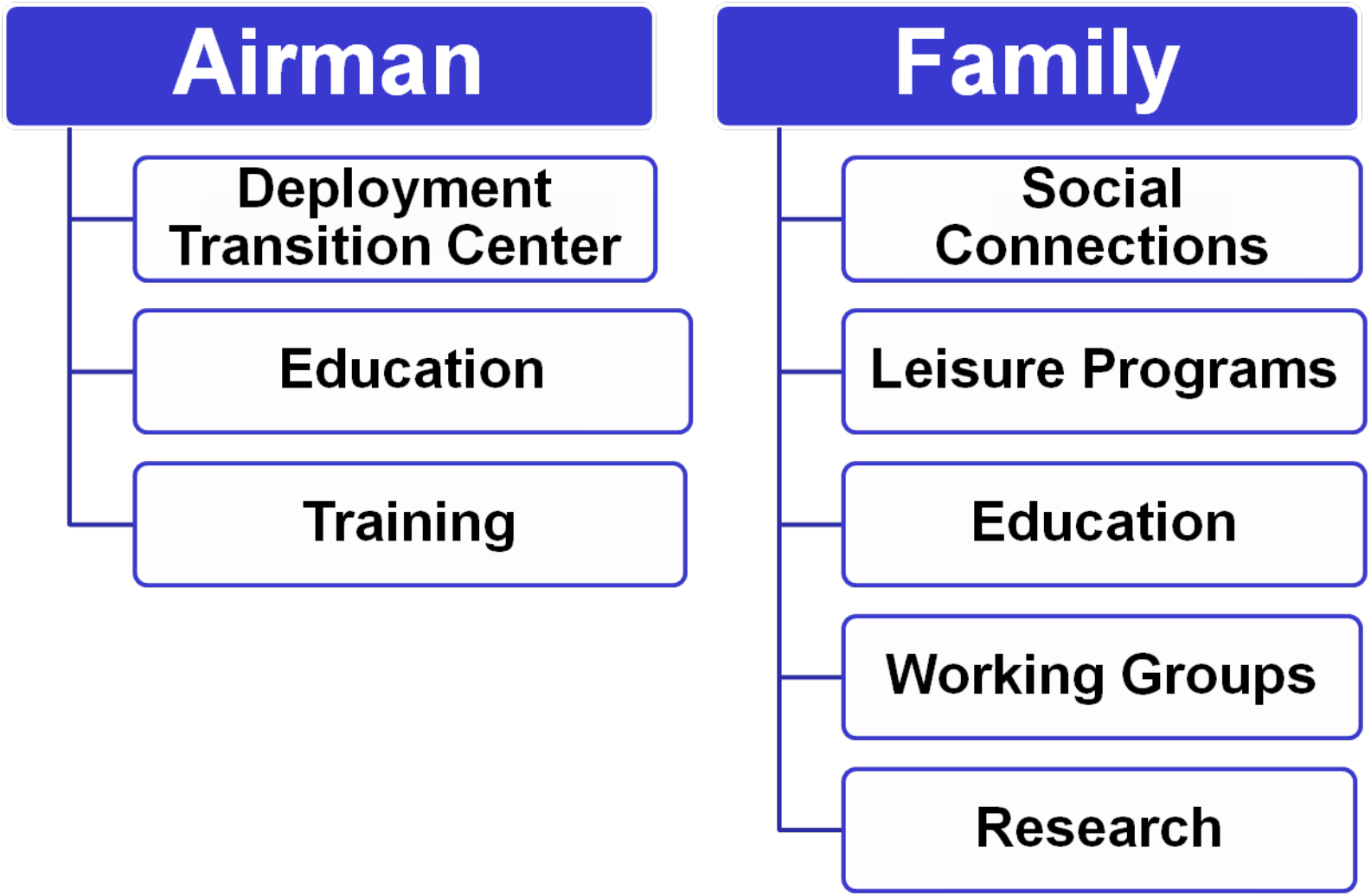
Year of the Air Force Family

Guiding Construct…

-Physical Health -Psychological health -Spiritual wellness -Financial health -Safety -Recreation/leisure -Social networking/ wellness	-Single Airman programs -Family Support -Deployment support -Special needs -Child care -Youth programs	-Education -Personal Development -Professional Development	-Housing -Dorms -Neighborhood Services - Lodging

Year of the Air Force Family

AF Resiliency Program



EFMP

Personnel

Medical

Support/Services:

The Way Ahead:

- Increase awareness and enrollment
- $7M OSD grant to fund Respite Care beginning in Jan 2010
- FY12 POM programmed for EFMP manning at base level

Year of the Air Force Family

Inclusive Recreation

- **Inclusive Recreation**
  - AF Outdoor Recreation and Fitness personnel attend Penn State's Inclusive Recreation for Wounded Warrior Training course
    - Increased awareness/training for inclusive recreation to support Wounded Warriors and other customers with disabilities
      - Instruction to make programs accessible for Wounded Warriors and other handicapped customers
      - 60 AF slots planned over 3 years
  - Adaptive golf carts purchased and delivered (2 per course, 126 carts, $1M) to make courses accessible to handicapped golfers and wounded warriors
  - Summer 10:Pool lifts installed with OSD grant at 9 locations with high concentration of EFMP/Wounded Warriors

Partnership for Extended Support to Our Warriors

Year of the Air Force Family

Top Strategic Initiatives

NAF Transformation

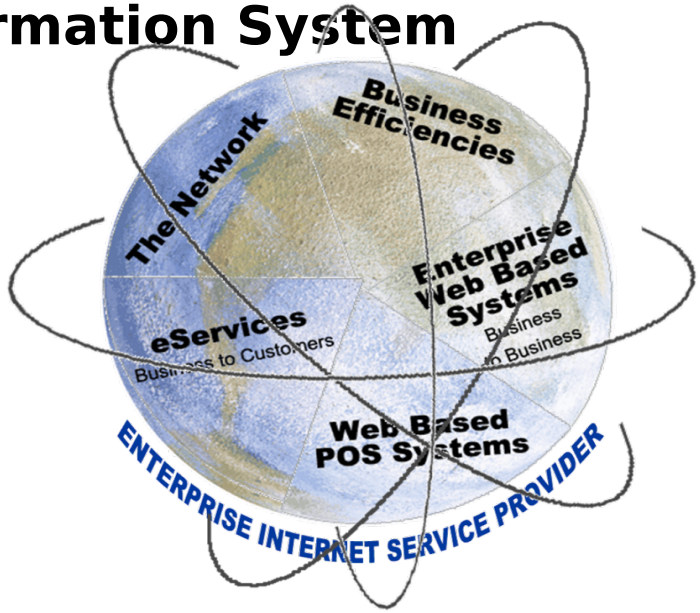
Food Transformation

Year of the Air Force Family

NAF Transformation

AF Services initiative to bring AF Services financial & business systems into the 21st century utilizing industry best practices in the commercial accounting arena

- **Financial & Payroll Systems**
- **Point of Sales/Management Information System (POS)**
- **Modernization**
- **Customer conveniences**



Year of the Air Force Family

NAF Transformation

- **Where we are now:**
  - Shared Service Center (SSC) fully deployed in FY10
  - Enterprise Internet Service Provider (EISP) providing backbone private network and internet
  - Full & Open Solicitations of Child & Youth Program (CYP) and Golf Enterprise System (GES) in Spring 10
- **Next steps:**
  - Develop a transition plan to spiral additional capabilities for Recreation, Bowling, Libraries and Food & Beverage
  - Tie systems into an inclusive Enterprise using Business Intelligence
    - Services-wide data collection and reporting capability

Food Transformation

Current

- 60 year old model built to support Cold War Infrastructure
- Low usage
- Limited availability and hours of operation
- Menu choices do not reflect current Airmen preferences

Transition

- Partnership with global food service vendors
- Focus on changing Airmen lifestyles, needs and preferences
- Improving programs and facilities
- Adopt leading "campus style" food service models

Future

- Enhanced food quality, variety and availability
- Improved efficiency and reduce costs
- Enhanced sense of community
- Maintain warfighting capabilities

In Closing…

- **Way Ahead:**
  - Sharp program execution
  - Force Development
  - Beefed up partnerships

Maintaining Currency + Relevancy!

Year of the Air Force Family

Questions?